

I Claim:

1. A method for assisting in the management of a service provider having at least one manager, at least one employee and at least one service evaluator, the method comprising the steps of:

a. the at least one service evaluator contacting an evaluation processor, the evaluation processor for obtaining evaluation data from the at least one service evaluator;

b. the evaluation processor obtaining evaluation data from the at least one service evaluator; and

c. the evaluation processor providing correlated information from the evaluation data to the service provider manager whereby the manager may evaluate the

10 service provided by the at least one employee to the at least one service evaluator.

2. The method of claim 1 wherein the step of the evaluation processor obtaining evaluation data from the at least one service evaluator and the step of the evaluation processor providing correlated information to the management of the service provider is performed interactively.

3. The method of claim 1 wherein the step of the evaluation processor
2 obtaining evaluation data from the at least one service evaluator includes the step of the
evaluation processor obtaining a unique service evaluator identifier of the at least one
4 service evaluator.

4. The method of claim 1 wherein the step of the at least one service evaluator
2 contacting the evaluation processor includes the step of the service provider identifying to
the evaluation processor a unique identifier of the service provider.

5. The method of claim 1 wherein the step of the at least one service evaluator
2 contacting the evaluation processor includes the step of the service provider identifying to

the evaluation processor the unique service evaluator identifier of the at least one service
4 evaluator.

6. The method of claim 1 wherein the step of the at least one service evaluator
2 contacting the evaluation processor includes the step of the service provider identifying to
the evaluation processor a unique identifier of the at least one employee.

7. The method of claim 4 wherein the step of the evaluation processor
2 providing correlated information to the management of the service provider includes the
step of the evaluation processor providing the manager selected service provider
4 information.

8. The method of claim 4 wherein the step of the evaluation processor
2 providing correlated information to the management of the service provider includes the
step of the evaluation processor correlating the unique service evaluator identifier
4 provided by the service evaluator with the unique service evaluator identifier provided by
the service provider, and using the evaluation data to assess the performance of the at least
6 one employee with the service evaluator.

9. The method of claim 8 wherein the step of the evaluation processor
2 providing correlated information to the management of the service provider includes the
step of the evaluation processor correlating evaluation data with the unique employee
4 identifier of the at least one employee, and using the evaluation data to assess the
performance of the at least one employee with the service evaluator.

10. The method of claim 6 wherein the step of the at least one service evaluator
2 contacting the evaluation processor includes the step of the service provider providing
evaluation data of the at least one employee to the evaluation processor.

11. The method of claim 6 wherein the step of the evaluation processor
2 providing correlated information to the management of the service provider includes the
3 step of the service provider directly accessing the correlated information from the
4 evaluation processor.

12. The method of claim 1 wherein the step of the service evaluator contacting
2 the evaluation processor includes the step of the service provider providing the service
3 evaluator an incentive for the service evaluator to contact the service evaluator.

13. The method of claim 1 wherein the step of the evaluation processor
2 obtaining evaluation data from the at least one service evaluator includes the step of
3 receiving the evaluation data by means of an inquiry/response system.

14. The method of claim 1 wherein the inquiry/response system is automated.

15. The method of claim 14 wherein the automated inquiry response system is
2 accessed by a telephone.

16. The method of claim 14 wherein the automated inquiry system is accessed
2 by means of the Internet.

17. A method for assisting in the management of a service provider having at
2 least one manager, at least one employee and at least one service evaluator, the method
3 comprising the steps of:

4 a. the at least one service evaluator contacting an evaluation processor an
5 evaluation processor, the evaluation processor for assessing the performance of the at least
6 one employee;

8 b. the evaluation processor obtaining evaluation data and a unique service
evaluator identifier from the at least one service evaluator;

10 c. the evaluation processor obtaining the unique service evaluator identifier
from the service provider; and

12 d. the evaluation processor providing correlated information from the
evaluation data to the manager whereby the manager may evaluate the service provided
by the at least one employee to the at least one service evaluator

18. The method of claim 17 wherein the step of the evaluation processor
2 obtaining evaluation data from the at least one service evaluator and the step of the
evaluation processor providing correlated information to the management of the service
4 provider is performed interactively.

19. The method of claim 17 wherein the step of the at least one service
2 evaluator contacting the evaluation processor includes the step of the service provider
identifying to the evaluation processor a unique identifier of the service provider.

20. The method of claim 17 wherein the step of the at least one service
2 evaluator contacting the evaluation processor includes the step of the service provider
identifying to the evaluation processor a unique identifier of the at least one employee.

21. The method of claim 17 wherein the step of the evaluation processor
2 providing correlated information to the management of the service provider includes the
step of the evaluation processor providing the manager selected service provider
4 information.

22. The method of claim 17 wherein the step of the evaluation processor
2 providing correlated information to the management of the service provider includes the
step of the service provider directly accessing the correlated information from the
4 evaluation processor.

23. The method of claim 17 wherein the step of the evaluation processor
2 providing correlated information to the management of the service provider includes the
4 step of the evaluation processor correlating the unique service evaluator identifier
6 provided by the service evaluator with the unique service evaluator identifier provide by
the service provider, and using the evaluation data to assess the performance of the at least
one employee with the service evaluator.

24. The method of claim 20 wherein the step of the at least one service
2 evaluator contacting the evaluation processor includes the step of the service provider
providing evaluation data of the at least one employee to the evaluation processor.

25. The method of claim 24 wherein the step of the evaluation processor
2 providing correlated information to the management of the service provider includes the
4 step of the evaluation processor correlating evaluation data with the unique employee
identifier of the at least one employee, and using the evaluation data to assess the
performance of the at least one employee with the service evaluator.

26. The method of claim 17 wherein the step of the service evaluator contacting
2 the evaluation processor includes the step of the service provider providing the service
evaluator an incentive for the service evaluator to contact the service evaluator.

27. The method of claim 17 wherein the step of the evaluation processor
2 obtaining evaluation data from the at least one service evaluator includes the step of
receiving the evaluation data by means of an inquiry/response system.

28. The method of claim 27 wherein the inquiry/response system is automated.

29. The method of claim 28 wherein the automated inquiry response system is
2 accessed by a telephone.

30. The method of claim 28 wherein the automated inquiry system is accessed
2 by means of the Internet.

31. A method for assisting in the management of a service provider having at
2 least one manager, at least one employee and at least one service evaluator, the method
comprising the steps of:

4 a. the service evaluator contacting an evaluation processor, the evaluation
processor for obtaining evaluation data from the service provider and the at least one
6 service evaluator;

8 b. the service provider identifying to the evaluation processor unique
identifiers of the at least one service evaluator, the at least one employee and the service
provider;

10 c. the evaluation processor obtaining evaluation data from the at least one
service evaluator, the evaluation data including the unique service evaluator identifier;

12 d. the evaluation processor correlating the unique service evaluator identifier
provided by the service evaluator with the unique service evaluator identifier provided by
14 the service provider, and using the evaluation data to assess the performance of the at least
one employee with the service evaluator; and

16 e. the evaluation processor providing correlated information from the
evaluation data to the manager whereby the manager may evaluate the service provided
18 by the at least one employee to the at least one service evaluator.

32. The method of claim 31 wherein the step of the evaluation processor
2 obtaining evaluation data from the at least one service evaluator and the step of the
evaluation processor providing correlated information to the management of the service
4 provider is performed interactively.

33. The method of claim 31 wherein the step of the evaluation processor providing correlated information to the management of the service provider includes the step of the evaluation processor providing the manager selected service provider information.

34. The method of claim 31 wherein the step of the service evaluator contacting the evaluation processor includes the step of the service provider providing the service evaluator an incentive for the service evaluator to contact the service evaluator.

35. The method of claim 31 wherein the step of the evaluation processor obtaining evaluation data from the at least one service evaluator includes the step of receiving the evaluation data by means of an inquiry/response system.

36. The method of claim 35 wherein the inquiry/response system is automated.

37. The method of claim 36 wherein the automated inquiry response system is accessed by a telephone.

38. The method of claim 36 wherein the automated inquiry system is accessed by means of the Internet.

39. A method for assisting in the management of a service provider having at least one manager and at least one service evaluator, the service evaluator being an employee of the service provider, the method comprising the steps of:

- 4 a. the at least one service evaluator contacting an evaluation processor, the evaluation processor for obtaining evaluation data from the at least one service evaluator;
- 6 b. the evaluation processor obtaining evaluation data from the at least one service provider; and

8 c. the evaluation processor providing correlated information from the
evaluation data to the service provider manager whereby the manager may evaluate the
10 service provided by the service provider.

40. The method of claim 39 wherein the step of the evaluation processor
2 obtaining evaluation data from the at least one service evaluator and the step of the
evaluation processor providing correlated information to the management of the service
4 provider is performed interactively.

41. The method of claim 39 wherein the step of the evaluation processor
2 obtaining evaluation data from the at least one service evaluator includes the step of the
evaluation processor obtaining a unique service evaluator identifier of the at least one
4 service evaluator.

42. The method of claim 39 wherein the step of the at least one service
2 evaluator contacting the evaluation processor includes the step of the service provider
identifying to the evaluation processor a unique identifier of the service provider.

43. The method of claim 39 wherein the step of the at least one service
2 evaluator contacting the evaluation processor includes the step of the service provider
identifying to the evaluation processor the unique service evaluator identifier of the at
4 least one service evaluator.

44. The method of claim 42 wherein the step of the evaluation processor
2 providing correlated information to the management of the service provider includes the
step of the evaluation processor providing the manager selected service provider
4 information.

45. The method of claim 42 wherein the step of the evaluation processor
2 providing correlated information to the management of the service provider includes the
step of the evaluation processor correlating the unique service evaluator identifier
4 provided by the service evaluator with the unique service evaluator identifier provide by
the service provider, and using the evaluation data to assess the performance of the service
6 evaluator with the at least one customer.

46. The method of claim 45 wherein the step of the evaluation processor
2 providing correlated information to the management of the service provider includes the
step of the evaluation processor correlating evaluation data with the unique employee
4 identifier of the at least one service evaluator, and using the evaluation data to assess the
performance of the service evaluator.

47. The method of claim 43 wherein the step of providing to the at least one
2 service evaluator the incentive to contact the evaluation processor includes the step of the
service provider providing to the evaluation processor service provider evaluation data of
4 the at least one employee to enable the evaluation processor to provide a personality
profile of the service evaluator.

48. The method of claim 43 wherein the step of the evaluation processor
2 providing correlated information to the management of the service provider includes the
step of the service provider directly accessing the correlated information from the
4 evaluation processor.

49. The method of claim 39 wherein the step of the service evaluator contacting
2 the evaluation processor includes the step of the service provider providing the service
evaluator an incentive for the service evaluator to contact the service evaluator.

50. The method of claim 39 wherein the step of the evaluation processor
2 obtaining evaluation data from the at least one service evaluator includes the step of
receiving the evaluation data by means of an inquiry/response system.

51. The method of claim 50 wherein the inquiry/response system is automated.

52. The method of claim 51 wherein the automated inquiry response system is
2 accessed by a telephone.

53. The method of claim 51 wherein the automated inquiry system is accessed
2 by means of the Internet.